Help Desk

Individual
Interactive Performance Event

Regulations

- *Refer to National Competitive Event Guidelines for description and procedures.*

Eligibility

- Each local chapter may enter one (1) member.
- Participants must not have competed in this event at a NLC.
- A member may enter only one individual or team event and one chapter event. Who's Who in FBLA does not count as an event.

Administration of Events

RLC	SLC
Objective test taken at RLC.	Preliminary round will consist of an objective test taken at SLC.
Students must provide their own non-graphing calculators for this event. Cell phone and PDA calculators are not allowed. Number 2 pencils are required for this event.	Students must provide their own non-graphing calculators for this event. Cell phone and PDA calculators are not allowed. Number 2 pencils are required for this event.
	Final round: The top 8 finalists will participate in an interactive scenario.
	Two 4" x 6" note cards will be provided to participants. No reference materials may be used.
	Order of performance is random.
	Performers will be sequestered. Failure of participants to arrive in sequestered area by the time the first performance begins will result in disqualification.
	Ten minutes before the performance each participant will receive the scenario.
	Presentations may not exceed 5 minutes.
	Performances are open to conference attendees, except performing participants.
Top THREE finishers advance to SLC competition.	Top THREE finishers advance to NLC competition.

Interactive Performance Event

- The individual has five (5) minutes to interact with a panel of judges to demonstrate how he/she would solve the problem. The judges will play the role of the second party in the presentation and refer to the case for specifics.
- A timekeeper will stand at four (4) minutes and again at five (5) minutes.

Judging

- Ties will be broken based on the order in which the test was turned in.
- The rating sheet(s) the judges will use are found in the Wisconsin Competitive Event Guidelines.
- All decisions of the judges are final.

FBLA HELP DESK Performance Rating Sheet

❑ Final Round

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Problem Identification					
Describes the situation(s)	0	1–3	4–7	8–10	
Problem/incident properly documented	0	1–3	4–7	8–10	
Issues a solution or recommendation(s); resolved problem	0	1–5	6–10	11–15	
Technology					
Basic hardware/software knowledge, used correct terminology	0	1–2	3–4	5	
Demonstrates ability to effectively answer client's technical questions	0	1–3	4–7	8–10	
Meets the needs of the client/customer	0	1–3	4–7	8–10	
Demonstrates troubleshooting skills and effective investigative methods	0	1–3	4–7	8–10	
Delivery					
Statements are well-organized and clearly stated; appropriate business language used	0	1–2	3–4	5	
Demonstrates self-confidence, initiative, and assertiveness	0	1–2	3–4	5	
Demonstrates ability to effectively answer questions	0	1–3	4–7	8–10	
Demonstrates conflict resolution skills	0	1–2	3–4	5	
Brings to closure	0	1–2	3–4	5	
Subtotal					**/100 max.**
Dress Code Penalty Deduct five (5) points when dress code is not followed.					
Penalty Deduct five (5) points for failure to follow guidelines.					
Total Points					**/100 max.**
Objective Test Score (To be used in the event of a tie.)					

Name(s): _____

School: _____   State: _____

Judge's Signature: _____   Date: _____

Judge's Comments: